

NOV 04 2005

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To: Examiner: Matthew L. Brooks
Group Art Unit: 3629
Confirmation No.: 1976

From: John S. Sensny, Esq.

Fax: ~~768-872-8306~~ 571 273 8300 **Pages:** 16 (Including fax cover sheet)

Phone: **Date:** November 4, 2005

Re: Applicant: Sridhar Krishnamoorthy
Serial No.: 10/796,345 **CC**
Filed: March 9, 2004
For: "METHOD, SYSTEM AND
PROGRAM FOR INTEGRATED SERVICE
MANAGEMENT"
Docket: END920030147US1 (17238)
JSS:jy

AMENDMENT UNDER 37 C.F.R. §1.116 (FINAL REJECTION)

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2. Amendment under 37 C.F.R. §1.116;
3. Authorization to charge IBM Deposit Account, if necessary; and
4. Certificate of Facsimile Transmission, dated November 4, 2005 (in duplicate).

FOR:

Applicants: Sridhar Krishnamoorthy
Serial No.: 10/796,345
Filed: March 9, 2004
For: "METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT"
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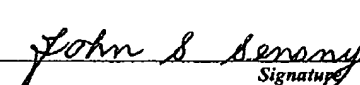
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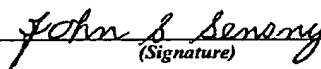
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AMENDMENT TRANSMITTAL LETTER (Large Entity)					Docket No. END920030147US1 (17238)	
Applicant(s): Sridhar Krishnamoorthy						
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Customer No. 23389	Group Art Unit 3629	Confirmation No. 1976	
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT						
<u>COMMISSIONER FOR PATENTS:</u>						
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.						
CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	19 -	20 =	0	x \$50.00	\$0.00	
INDEP. CLAIMS	3 -	3 =	0	x \$200.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0457/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.						
 John S. Sensny Registration No. 28,757 Correspondence Address Customer No. 23389			Dated: November 4, 2005 <div style="border: 1px solid black; padding: 5px;"> I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____ (Date) _____ Signature of Person Mailing Correspondence _____ Typed or Printed Name of Person Mailing Correspondence </div>			
cc: JSS:jy						

P111LARGE/REV09

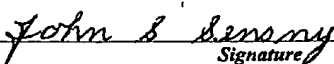
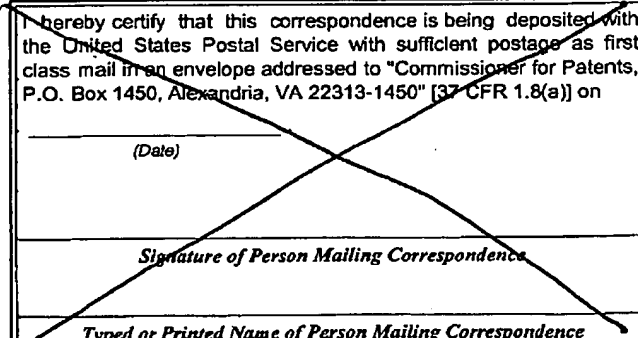
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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37-CFR 1.8)		Docket No. END920030147US1 (17238)	
Applicant(s): Sridhar Krishnamoorthy			
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Group Art Unit 3629
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT			
<p>I hereby certify that this <u>AMENDMENT UNDER 37 C.F.R. §1.116</u> <i>(Identify type of correspondence)</i></p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>(571) 273-8300</u>)</p> <p>on <u>November 1, 2005</u> <i>(Date)</i></p> <div style="text-align: right; margin-top: 100px;"> <u>John S. Sensny</u> <i>(Typed or Printed Name of Person Signing Certificate)</i> <u></u> <i>(Signature)</i> </div>			
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AMENDMENT TRANSMITTAL LETTER (Large Entity)					Docket No. END920030147US1 (17238)	
Applicant(s): Sridhar Krishnamoorthy						
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Customer No. 23389	Group Art Unit 3629	Confirmation No. 1976	
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT						
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TOTAL CLAIMS	19 -	20 =	0	x \$50.00	\$0.00	
INDEP. CLAIMS	3 -	3 =	0	x \$200.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0457/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.						
 John S. Sensny Registration No. 28,757 Correspondence Address Customer No. 23389			Dated: November 4, 2005			
cc: JSS:jy			I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____ (Date) _____ Signature of Person Mailing Correspondence _____ Typed or Printed Name of Person Mailing Correspondence			
						

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Response Under 37 C.F.R. §1.116
Expedited Procedure Examining
Examining Group 3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Sridhar Krishnamoorthy	Examiner:	Matthew L. Brooks
Serial No.:	10/796,345	Art Unit:	3629
Filed:	March 9, 2004	Docket:	END920030147US1 (17238)
For:	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT	Dated:	November 4, 2005

Confirmation No.: 1976

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated August 31, 2005, please amend the subject patent application as follows.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Dated: November 4, 2005

John S. Sensny
John S. Sensny

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